

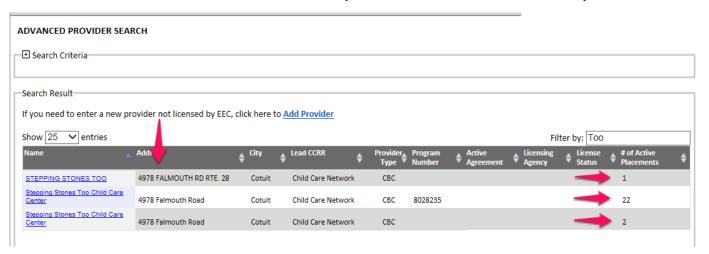
CCFA TROUBLESHOOTING: Provider can only see/enter attendance for some of the children who attend services



Provider can only see/enter attendance for some of the children who attend services



- First ensure that the placements are created and active for the children in question, for the provider in question.
 - If the placements look good and active, then, search for the Provider
- Make sure that there are not duplicate records for the Provider
 - Below, you see 3 duplicate Providers each with placements
 - All Placements and CCFA users need to be associated with the correct Provider.
 - In the following example the correct provider has the Program Number
 - Submit a Work Order to the Help Desk to have the duplicates deleted



Training Materials and Questions



- Check our website for updates and available recordings www.mass.gov/eec/ccfa/training
- Please email your questions to <u>CCFATraining@massmail.state.ma.us</u>